GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:3317
ANSWERED ON:11.12.2002
CGHS DISPENSARY IN NORTH AVENUE
SUSHILA SAROJ

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that costly medicines are procured on the IC number of the MP`s at North Avenue CGHS Dispensary while the MP does not know about it;

(b) whether it is a fact that the employees in this Dispensary are working for years due to which they misuse their position;

(c) if so, the reasons for not transferring the said staff;

(d) the number of employees who have served for more than two years in the said Dispensary;

(e) whether patients are dissatisfied with the functioning of said dispensary; and

(f) if so, the nature and details of the complaints received during the last three years and the action taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA)

(a)to(f): The information is given at Annexure-`A`.

Annexure-`A`

(a): Hon`ble MP`s are supplied medicines on their IC No. against the prescription given by the specialist irrespective of the cost of the medicine. Till date, no complaint has been received in CGHS dispensary North Avenue from the Hon`ble MPs that medicines are being issued against their I.C. No. without their knowledge.

(b)&(c): Though some employees in this dispensary are working for a longer period, no complaint has been received against any employee of this dispensary for misusing their position.

As per existing transfer policy, Group `A` officers in the CGHS are normally transferred on completion of three years of their tenure of posting and CMO In-charge are transferred on completion of four years in a particular dispensary.Group `B` officers in CGHS are transferred on the basis of individual request/official exigencies. By and large, Group `C` and `D` staff including office bearers of associations in CGHS are transferred on completion of 4 to 5 years of their tenure of posting except in exigencies of service.

(d): 9 employees are working for more than two years in the said dispensary.

(e)&(f): 4 complaints were received against CGHS dispensary, North Avenue, New Delhi. The nature and details of the complaints received against the dispensary during the last three years is as under:-

(1) Complaint received regarding not issuing medicines against prescription written by a Doctor in private practice. The matter was enquired into and it was observed that:-

(a) It is a normal practice for any medical doctor whether in Govt. or in private practice to examine a patient before prescribing or issuing any medicines. It is not feasible for the CGHS doctor to simply copy the prescriptions written by another doctor and issue the medicines. This practice is not only unethical but is also against the well being of the patients.

(b) The necessary medicines were made available to the complainant against the prescription of Dr. R.M.L. Hospital.

(2) Anonymous Complaint against CMO I/c, North Avenue Dispensary alleging that the CMO I/c and another doctor do not see any patients and are busy preparing the indents the whole day. The matter was enquired into and it was observed that:-

(a) CGHS dispensary, North Avenue being a VIP dispensary and owing to the overall shortage of drugs available in the dispensary from the CGHS Medical Stores Depot, there is a heavy load on local purchase indentAlso, there is a heavy demand from VIPs to supply medicines on the same day and as such, the indents have to be prepared for the day right from the time the dispensary starts functioning. As there is no other Pharmacist who can assist the Store Keeper in preparing the local purchase indent, the CMO I/c

himself along with any other available Medical Officer has to prepare the same. Moreover, the Storekeeper of the dispensary who prepares the Local Purchase indent has also to receive the medicines which were indented on the previous day, distribute the same and prepare the indents for the same day also. The CMO In-charge also has other administrative work pertaining to
(i) Issue of permission for treatment/investigations in private hospitals and diagnostic centres for the CGHS pensioner beneficiaries.
(ii) Ensure punctuality of staff attending to duty, cleanliness and sanitation of the dispensary. Check the attendance register and countersign the same.
(iii) Maintain, scrutinize and countersign the expenditure of drugs from the stock ledger of medicines issued by the storekeeper.
(v) Countersign all the entries in receipt column of medicines as per voucher of indents.
(vi) Maintain the imprest money register
(vii) Coordinate with the Area Welfare Officer and the Committee.
(viii) Maintain the casual leave record and compensatory off register for all the dispensary staff. (ix) Supervise the Family Welfare Programme in dispensary including immunization and Pulse Polio Programme (x)Responsible for the weeding out of the old records in the dispensary (xi) To revalidate the pensioner CGHS card as when it falls due. (xii) Keep an account of all chit books and authority slips and issue the same to the Medical Officer in the dispensary. (xiii) Prepare the acquittance roll for the dispensary. Besides these administrative functions, the CMO In-charge is responsible for the overall smooth functioning of the dispensary.

Keeping the above in view, the complaint could not be sustained. Further, the complaint was also anonymous.

(3) Complaint received regarding irregularity in delivery of medicines at CGHS dispensary, North Avenue.

The matter was inquired into and it was noticed that a mistake was made by the dispensary staff inadvertently. The medicines were found available in the dispensary itself and they were issued to the complainant later on. The complainant had later written to the Addl. Director(HQ), CGHS Delhi, that he was satisfied with the functioning of the CGHS dispensary, North Avenue dispensary and that the medicines were issued to him.

(4) Complaint against Dr.(Smt.) Seema Tyagi regarding irresponsible behaviour towards the beneficiaries including Hon`ble Members of Parliament.

The complaint is being inquired into and its report is awaited.